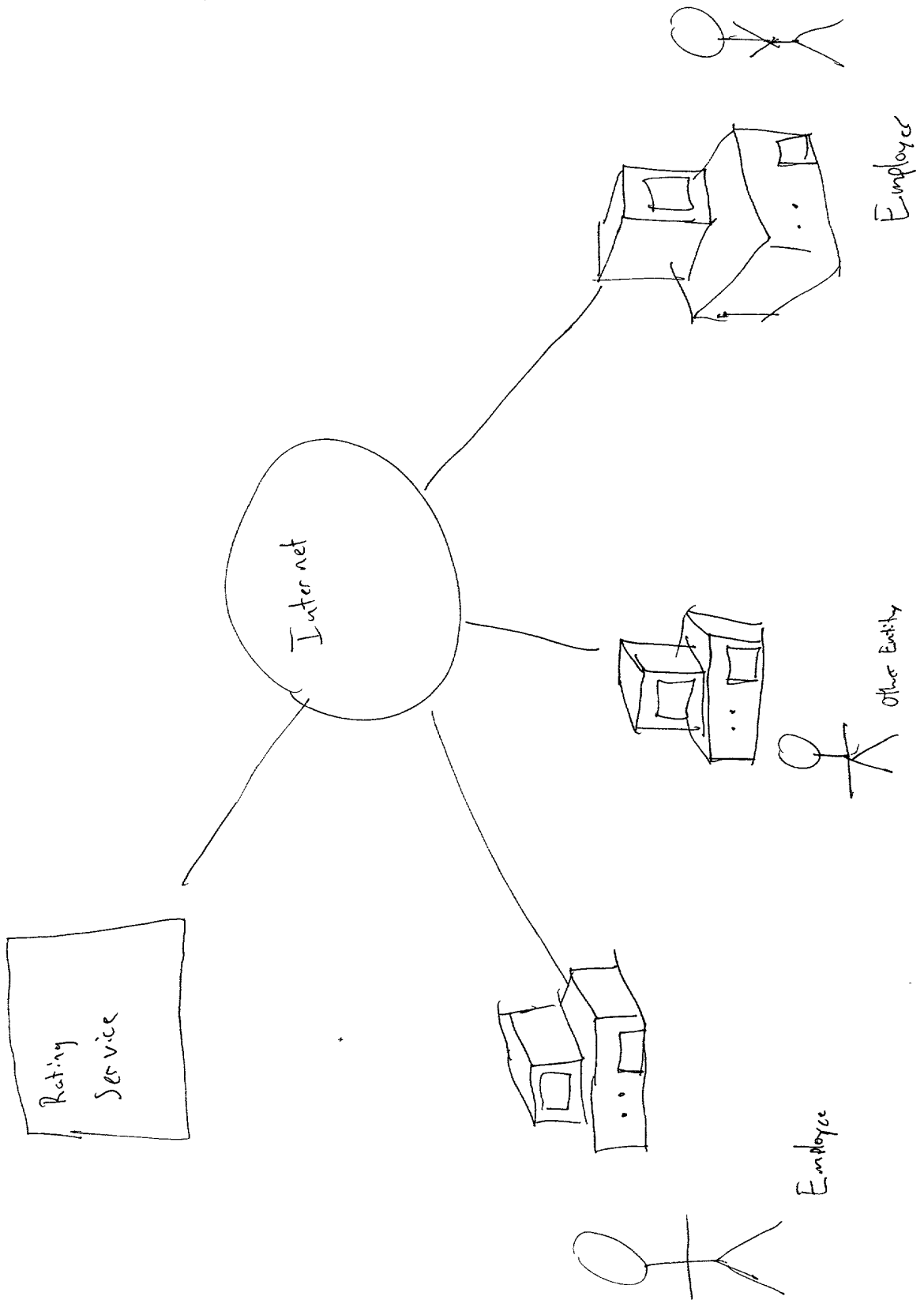


Fig. 1



Employee Feedback Categories/Sub-Categories

Level 1	Level 2	Level 3
Environment	Travel Working Hours Work Area Facilities/Amenities Culture Organizational Structure Other	Acoustics Space/Accommodations Equipment Decor Telecommuting Other Fitness Center ATM Lunch Room Parking Security Other Entrepreneurial Bureaucratic Authoritative Professional Team-Oriented Other Current Reorganization Staffing Requirements Other
Corporate Communications	Frequency Quality Flow Through Organization Conflict Management Other	
Products & Service Offerings	Suggestions Improvements Ideas Cost-Saving Suggestions Process/Procedural Other	
Personnel Value	Balance/Quality of Life Appreciation Respect Interpersonal Interactions w/ Management Ranks - Direct or Indirect Reporting (All Levels) Other	
Benefits	General Benefits Distinct Benefits Events & Activities Other	Overall Vacation Sick/Personal Time Bereavement Maternity/Paternity Leave FMLA Health/Medical Insurance Dependents Life Insurance Vision Insurance Dental Insurance Short- and Long-Term Disability Psychological Services 401K/IRA Profit Sharing Stock Options Pension Plan Other Club Memberships Discounts Adoption Assistance Alternative Sick Days Day Care Other Volunteer Work Charitable Organizations Extracurricular Activities Company Sponsorships Other
Career Development	Training Administration Other	Mentoring Formal Education In-House Training Seminars/Conferences Other Evaluations Orientations Compensation Growth Opportunities Other

Fig. 2

Main Menu

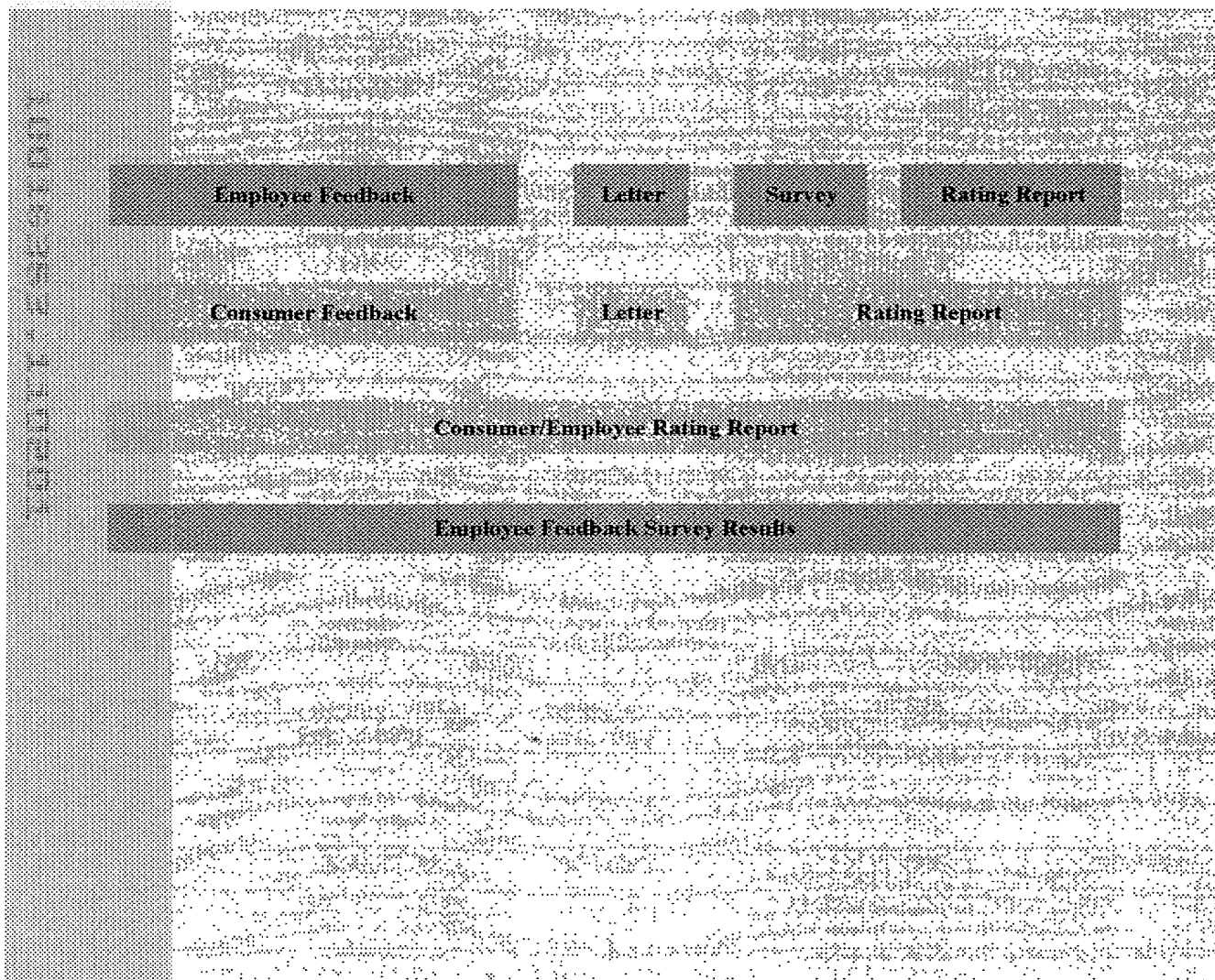


Fig. 3

Composing an Employee Letter

* Letter Feedback Type	V
------------------------	---

* Industry	V
------------	---

* Company Name	V
----------------	---

* Company Web Address	V
-----------------------	---

Employee Name	V
---------------	---

Employee E-Mail	V
-----------------	---

* City/State	V
--------------	---

Registered Users: Log in Here!

E-Mail Address:	
Password:	

*(Note: AOL Users: Be sure to include @aol.com)

UnRegistered Users: Register Here!

E-Mail Address:	
-----------------	--

*(Note: AOL Users: Be sure to include @aol.com)

Setup Password	
Password:	
Confirm Password:	

Back

Continue

Fig. 4A

Composing an Employee Letter

Letter Feedback Type: Carried Over Automatically

Industry: Carried Over Automatically

Company Contact Name: Carried Over Automatically

Company Address: Carried Over Automatically

* Feedback Category ☐

* Sub-Category 1 ☐

* Sub-Category 2 ☐

Take your temperature with the following questions!

Overall Company Satisfaction:

☐ Very Satisfied ☐ Somewhat Satisfied ☐ Neutral ☐ Somewhat Dissatisfied ☐ Very Dissatisfied

Would this Experience Cause you to Look for Another Job?

☐ Definitely ☐ Probably ☐ Possibly ☐ Probably Not ☐ Definitely Not

Intent to Tell Others:

☐ Definitely ☐ Probably ☐ Possibly ☐ Probably Not ☐ Definitely Not

Back

Continue

Fig. 4B

Composing Your ACKNOWLEDGEMENT Letter

[DATE]

[Company Contact Name]

[Company Name]

[Company Address]

[City, State, Zip]

[Salutation]

I am writing to Acknowledge the area of (FEEDBACK CATEGORY), specifically related to (SUB-CATEGORY 1) (SUB-CATEGORY 2). Allow me to recount my positive experience which has led me to send this letter of acknowledgement.

(Type Here)

*Include Name(s), Department, Product, Service, Process etc. Include Date(s) of occurrence
Tell them specifics about your positive experience!*

(250 Maximum Character Length)

As a result of this encounter, I would like to suggest/recommend:

(Type Here)

*Here's your chance to nominate someone for an award, simply a statement of recognition
or just to keepin' on with a process, procedure etc.*

(250 Maximum Character Length)

Based on this experience, I rate my overall company satisfaction as (Carry Over). In addition, this experience will (Carry Over) cause me to look for a new job. I (Carry Over) intend to tell others about my experience.

Thank you for this opportunity to share my experience.

Complimentary Close

☒

☐ I want the following information to appear in my letter:

First Name:

Last Name:

Address 1:

Address 2:

City:

State:

Zip:

Fig. 5

Composing Your Letter of CONCERN

[DATE]

[Company Contact Name]

[Company Name]

[Company Address]

[City, State, Zip]

[Salutation]

I am writing to express a concern I have in the area of (FEEDBACK CATEGORY) within your company, specifically related to (SUB-CATEGORY 1) (SUB-CATEGORY 2). Allow me to recount the events surrounding my concern which has prompted me to write this letter.

(Type Here)

Tell them your concern. Include specifics. BE CONSTRUCTIVE!

(250 Maximum Character Length)

As a result of this experience, I would like to suggest/recommend:

(Type Here)

Provide them a positive alternative solution towards your concern

(250 Maximum Character Length)

Based on this experience, I rate my overall company satisfaction as (Carry Over). In addition, this experience will (Carry Over) cause me to look for a new job. I (Carry Over) intend to tell others about my experience.

Thank you for this opportunity to share my experience.

Complimentary Close

☐ I want the following information to appear in my letter:

First Name:

Last Name:

Address 1:

Address 2:

City:

State:

Zip:

Fig. C

Composing Your RECOMMENDATION Letter

[DATE]

[Company Contact Name]

[Company Name]

[Company Address]

[City, State, Zip]

[Salutation]

I am writing to offer a recommendation in the area of (FEEDBACK CATEGORY 1), specifically related to (SUB-CATEGORY 1) (SUB-CATEGORY 2). Allow me to re-count my experience which has led me to send this letter of recommendation:

(Type Here)

Include Name(s), Titles(s), Department, Product, Service, Process etc.

Include Dates if applicable. Be Specific!

(250 Maximum Character Length)

As a result of this encounter, I would like to suggest/recommend:

(Type Here)

Here's your chance to make a difference within your company - Take Advantage of It!

Be specific, and offer more than one recommendation if you can.

(250 Maximum Character Length)

Based on this experience, I rate my overall company satisfaction as (Carry Over). In addition, this experience will (Carry Over) cause me to look for a new job. I (Carry Over) intend to tell others about my experience.

Thank you for this opportunity to share my experience, and to offer my recommendation.

Complimentary Close

☐ I want the following information to appear in my letter:

First Name:

Last Name:

Address 1:

Address 2:

City:

State:

Zip:

Fig. 7

Composing Your INQUIRY Letter

[DATE]

[Company Contact Name]

[Company Name]

[Company Address]

[City, State, Zip]

[Salutation]

I am writing about an inquiry that I have in the area of (FEEDBACK CATEGORY) within your company, specifically related to (SUB-CATEGORY 1) (SUB-CATEGORY 2). As a result of my interest, allow me to provide some detail surrounding my inquiry:

(Type Here)

Do you have an experience or situation that has led you to your inquiry/question? If so, background information is usually helpful. Don't leave 'em guessing.

Where did this question come from?

(250 Maximum Character Length)

(AND/OR)

(Type Here)

Type your inquiry/question here

(250 Maximum Character Length)

Based on this experience, I rate my overall company satisfaction as (Carry Over). In addition, this experience will (Carry Over) cause me to look for a new job. I (Carry Over) intend to tell others about my experience.

Thank you for this opportunity to inquire within your company.

Complimentary Close

V

*The following information must be included in letter in order to receive an answer to your inquiry.

First Name:

Last Name:

E-Mail Address:

Address 1:

Address 2:

City:

State:

Zip:

Fig. 8

Consumer/Employee Rating Reports

Concerns by Category

Comparative Analysis - Concerns

Acknowledgements by Category

Comparative Analysis - Acknowledgements

Comparative Analysis - Employee Concerns vs. Acknowledgements

Comparative Analysis - Consumer Concerns vs. Acknowledgements

Fig-9

Corporate Administration										Product/Service Offerings			Environment				Performance Metrics					Benefits			Career Development		
Company Name	Primary Business	Website	Employees	Turnover	Corporate Administration	Product/Service Offerings	Trans. Rate	Working Hours	Facilities & Amenities	Culture	Organizational Structure	Business Quality of Life	Employee Appreciation	Respect	Accomplishes Objectives	Events & Activities	Medical	Dental	Time Off	Pension/Profit Plans	Training	Advancement Opportunities					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.sev.com	15000	11%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.sev.com	15000	11%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.sev.com	15000	11%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.sev.com	15000	11%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.sev.com	15000	11%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.sev.com	15000	11%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.sev.com	15000	11%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.sev.com	15000	11%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
INTEX Services	IT Outsourcing	www.intex.com	4000	20%	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)	(3) (14)					
Sevent Pastern	Computer	www.se																									

Employee Feedback Survey

GENERAL INFORMATION

First Name (Optional): _____

Last Name (Optional): _____

*Industry: _____

*Company Name: _____

*Company Web Address: _____

*Region/Area: _____

*Department: _____

*Manager Name: _____

*City: _____

*State: _____

Note: All fields denoted with an asterisk () are required fields*

☐ Check this box if you wish to select and complete all survey categories and sub-categories

☐ ENVIRONMENT

☐ Travel

How often do you travel?

- ☐ 0% - 10%
- ☐ 10% - 25%
- ☐ 25% - 50%
- ☐ 50% - 75%
- ☐ 75% - 100%

I would prefer to travel... (what percentage of time?)

- ☐ 0% - 10%
- ☐ 10% - 25%
- ☐ 25% - 50%
- ☐ 50% - 75%
- ☐ 75% - 100%

The distance I most frequently travel...

- ☐ Within a 50-Mile Radius
- ☐ Neighboring States (Within a 500-Mile Radius)
- ☐ Across Many States (2000-3500 Miles)
- ☐ Internationally

I would prefer to travel... (what distance?)

- ☐ Within a 50-Mile Radius
- ☐ Neighboring States (Within a 500-Mile Radius)
- ☐ Across Many States (2000-3500 Miles)
- ☐ Internationally

Travel expenditures are reimbursed... (what timeframe)

- ☐ I Am Never Reimbursed
- ☐ By Way of Slow Boat From China (60 - 90 Days)
- ☐ Slowly (6 Weeks)
- ☐ Just Okay (3 - 4 Weeks)
- ☐ Somewhat Quick (2 - 3 Weeks)
- ☐ As Fast As a Speeding Bullet (Within 1 - 2 Weeks)
- ☐ I Receive Cash Advances

Fig. 10

ABC Company	Timeframe: Jan-Mar '00	Company Employee Satisfaction Survey Results Scores as of October 17, 2000											Standard			
		Average														
		0	10	20	30	40	50	60	70	80	90	100				
# of Respondents: 2532	Category	Sub-Category 1	Sub-Category 2											Very Dissatisfied	Average	Very Satisfied
Environment	Travel Working Hours Work Area															
	Acoustics Space/Accommodations Equipment Décor Telecommuting/Home Office Other															
Facilities/Amenities	Fitness Center ATM Lunch Room Parking Security Other															
	Culture Entrepreneurial Bureaucratic Authoritative Professional Team-Oriented Other															
Corporate Communication	Organizational Structure Current Reorganization Staffing Requirements Other															
	Frequency Quality Flow Through Organization Conflict Management Other															
Products & Services Offerings	Suggestions Improvements Ideas Cost-Saving Suggestions Process/Procedural Other															
	Current Reorganization Staffing Requirements Other															

Fig. 11

Consumer/Employee Rating Report Acknowledgements by Category

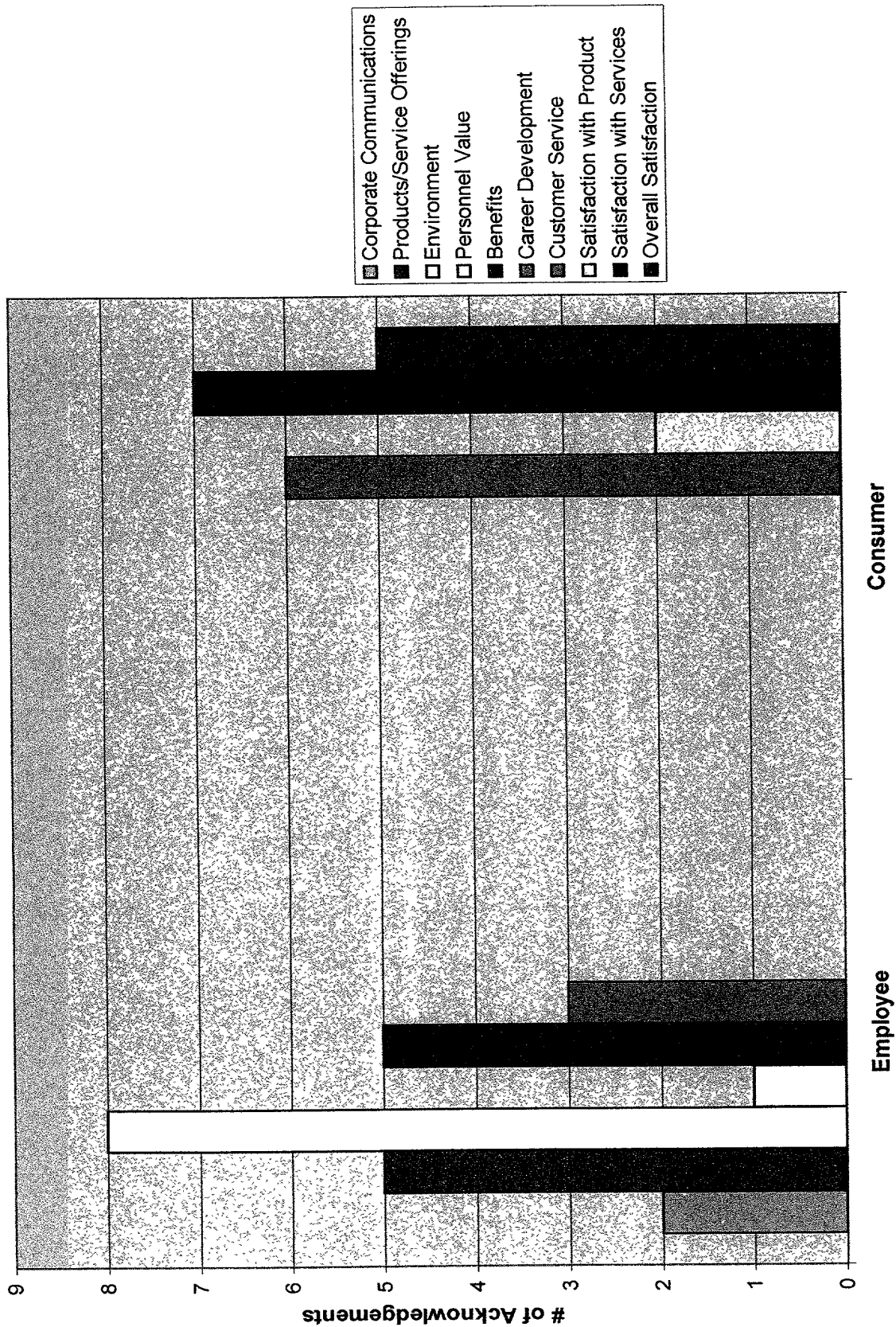


Fig-12

Consumer/Employee Rating Report
Comparative Analysis - Acknowledgements

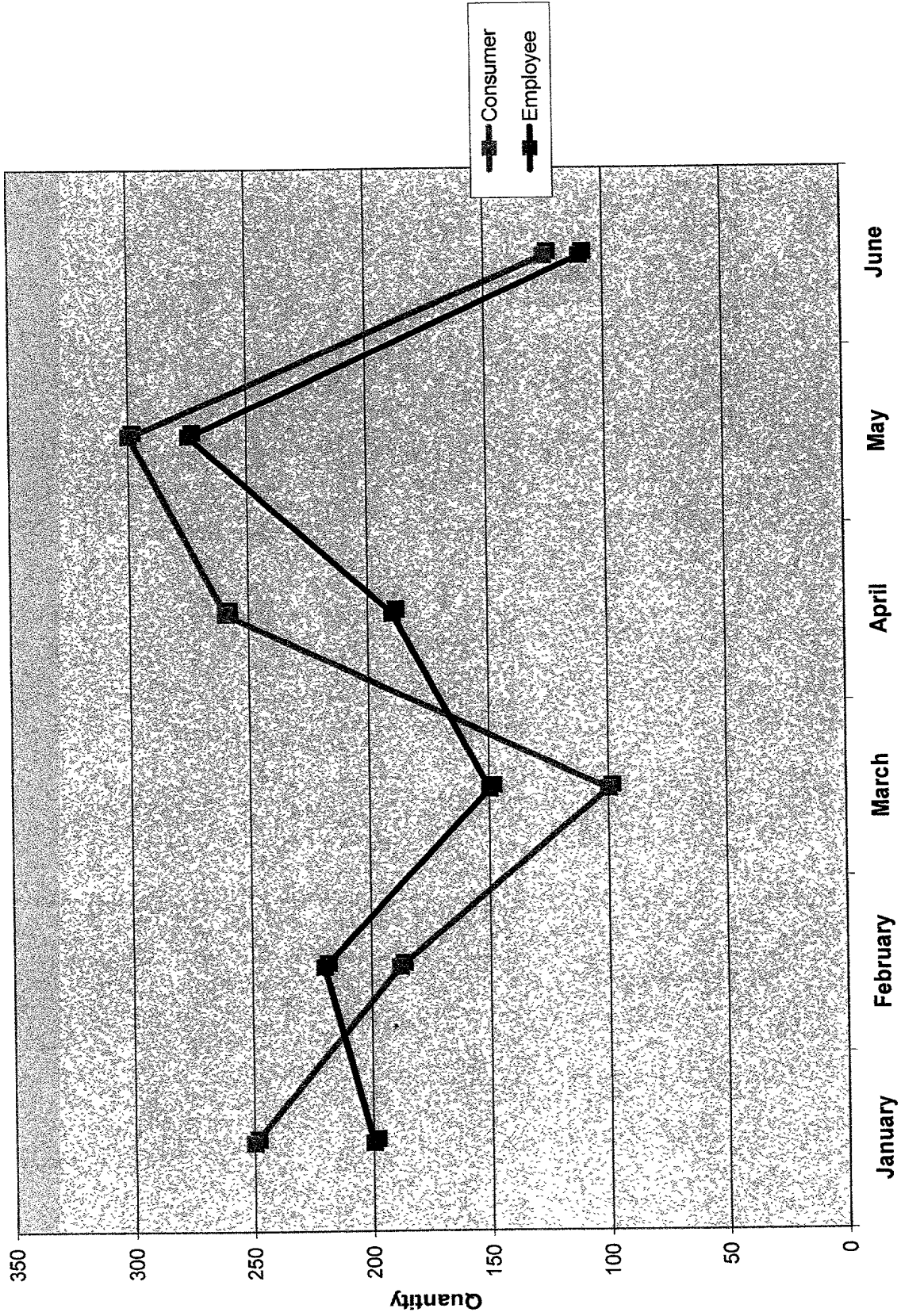


Fig. B